

Job description

Job title	Head of Systemic Development and Delivery
Grade	4b
Working pattern	Mo – Fr
Hours	35
Location	Home-based with occasional travel

Role purpose summary

The Head of Systemic Development and Delivery role sits within the Development function of the Housing Ombudsman Service which is responsible for developing and delivering the Ombudsman's duties and powers.

The Head of Systemic Development and Delivery will be responsible for their service area providing senior leadership to ensure that the Ombudsman's duties and powers are being exercised appropriately and our work delivers lasting impact.

You will lead teams that carry out a range of functions whose work is critical in supporting improvements in the social housing sector. Your teams are responsible for our insight and spotlight reports, our annual complaints review, the effective running of our centre for learning, our membership activity and monitoring landlord compliance with the Complaints Handling Code.

The role will contribute, as part of the Senior Leadership Team and with guidance and support from the Executive Leadership Team, to the delivery of the business plan and inform the design, and ensure delivery, of the Directorate strategy. The post holder will ensure that corporate values and behaviours are embedded in their teams. They will deputise for their director as appropriate.

Responsibilities and outcomes

- To be accountable for the performance of the systemic development and delivery team in achieving the behavioural change the Ombudsman wishes to see through an integrated use of their powers.
- To provide advice to the Ombudsman on how we use our thematic insights and powers to maximise the impact of our work.
- To regularly review the impact of our work in supporting improvements in the social housing sector.
- To design new ways of sharing insights and building services that enable the organisation to maximise our duties and powers and work with operations teams to implement.
- Lead, manage and develop the systemic development and delivery team, ensuring a clear commissioning and delivery approach is in place and adhered to.
- Creating and embedding a culture of excellence and continuous improvement and assuring the Ombudsman over how their powers are being exercised.

- To achieve value for money through effective and efficient management of assigned delegations (financial, procurement, headcount, risk).
- Ensure strong and ongoing communication with the change team and Change Portfolio in modernising our Ombudsman service.
- Develop effective relationships and collaborations with external stakeholders, representing, and advocating for, the Housing Ombudsman Service.
- Work collaboratively with the Senior Leadership Team, contributing positively to the strategy and leadership of the organisation
- To significantly contribute to the development of strategies, business continuity plans, processes and policies that drive continuous improvement across HOS, with particular responsibility for those relating to the Development function.

The postholder should strive at all times to adhere to the Housing Ombudsman Service values of learning, excellence, openness, and fairness.

HOS is committed to equality of opportunity in all its practices, policies, and procedures. It is our intention to promote a working environment that is free from harassment, bullying, victimisation, or discrimination, where everyone is treated with dignity and respect. We expect all staff to behave respectfully with courtesy and consideration, whilst carrying out their duties.

Person specification

	Essential (E), Desirable (D)	Assessment method: Application (A), Test/assessment (T), Presentation (P), Interview (I)
Qualifications/CPD		
Degree level appropriate to the role and/or a track record of relevant CPD at an appropriate level	E	A/I
Insight and/or service development	E	A/I
Experience		
Demonstrable experience of delivering and embedding successful service design, development and implementation at a senior level	E	A/I
Demonstrable experience in research commissioning and techniques	E	A/I
Demonstrable experience of impactful collaboration at senior level, both internally and with external stakeholders	E	A/I/P
A track record of successfully leading at a senior level, managing managers and ensuring staff development across a service area	E	A/I/P
Experience of delivering service improvements through collection and analysis of data and information, producing insights to drive effective change	E	A/I/P
Experience in the Social housing/Regulation/Ombudsman sectors	D	I
Knowledge and skills		
Able to effectively lead, manage and develop management teams	E	A/I
A well-developed understanding of Governance and policy development for area of service	E	A
Effective decision-making within a legal/regulatory context	E	A/I
Knowledge of service development approaches and standards	E	A/I
Assessing compliance against standards/codes of practice	E	A/I
Able to deal with uncertainty, conflict, complexity and risk, adopting flexible and agile approaches to deliver successful outcomes	E	I
Instilling a customer-first mindset across organisations	E	A/I/P
Managing service area including managing finances, procurement, risk and headcount	E	A

Leadership Behaviours		
Overarching – we support others to work at their best, and remove obstacles that prevent them from doing so	E	P/I
Fairness - we listen to our colleagues and stakeholders to understand their needs before offering solutions	E	P/I
Learning - we learn from others, both colleagues and stakeholders, making time to review what is working well and what we could improve	E	P/I
Openness - we create a positive, trust-based environment, where everyone feels a sense of belonging and inclusion, and is able to ask questions if something doesn't feel right	E	P/I
Excellence - we create an environment that values cross-functional working and organisation-wide collaboration	E	P/I
Excellence - we take personal ownership of our own work and that of our teams, and remain committed to see things through	E	P/I
Additional requirements		
To comply with the Housing Ombudsman Equal Opportunities policies	E	Once in post
To comply with the Housing Ombudsman Health and Safety policies	E	Once in post
To comply with the Housing Ombudsman IT policies and procedures	E	Once in post

Updated by	Paul Johnson
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People team evaluator	AM
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